

**U.S. MISSION PANAMA
VACANCY ANNOUNCEMENT
ANNOUNCEMENT NUMBER: 16-22**

OPEN TO: All Interested Candidates / All Sources

POSITION: Computer Management Assistant, **FSN-8****; **FP-6***

OPENING DATE: April 7, 2016

CLOSING DATE: April 24, 2016

WORK HOURS: Full-time; 40 hours/week

SALARY: *Not-Ordinarily Resident (NOR): US\$46,093 p.a. (Starting salary)
(Position Grade: FP-6)

**Ordinarily Resident (OR): US\$20,421 p.a. (Starting salary)
(Position Grade: FSN-8)

NOTE: ALL ELIGIBLE FAMILY MEMBER (EFM) APPLICANTS (See Appendix for definition) DO NOT HAVE TO BE RESIDING IN COUNTRY TO BE CONSIDERED, BUT THE SPONSORING OFFICER UNDER COM AUTHORITY DOES HAVE TO BE OFFICIALLY ASSIGNED TO POST.

NOTE: ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Appendix for definition) MUST HAVE THE REQUIRED WORK AND RESIDENCY PERMITS ATTACHED TO THE APPLICATION TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Mission in Panama is seeking eligible and qualified applicants for the position of Computer Management Assistant in the Office Information Systems Center (ISC).

Due to the high volume of applications received, we will only contact applicants who are being considered. Thank you for your understanding.

BASIC FUNCTION OF POSITION

Incumbent serves as the FSN LAN Computer Management Assistant for American Embassy responsible for all unclassified hardware and software including the management and administrative responsibilities for the operations and activities of the LAN. The incumbent assist with installation, configuration, maintenance and controlling of OpenNet LAN about 355+ workstations of OpenNet and DIN connections to CDC, FAA, FCS, DAO, PD, TAT, and APHIS. The incumbent install, configure, maintain and control internal and external equipment, VPN routers, switches, repeaters and servers. The OpenNet system consists of 15 Central Servers (PD, Consular, Apps, File, SQL, Exchange, WEB, Print, SAVSE and Exchange and Application). The Open-Net network has nearly 355 + connected workstations, 418 users and 5

standalone PCs. The Wireless Internet system requires internal technical support, as well as external communications lines to provide connectivity to our Embassy staff on the NEC compound and the CMR compound. The incumbent, under the direction of the Computer Management Specialist, will closely monitor, configure, follow-up operations, update security control, update newer version, backing-up data and maintenance of the Embassy's Windows platform applications.

A copy of the complete position description listing all duties and responsibilities is available on the Human Resources website: http://panama.usembassy.gov/job_opportunities.html

QUALIFICATIONS REQUIRED

NOTE: Although some of the information below has been provided in your application, all applicants must still address each qualification/requirement listed below with specific and comprehensive information supporting each item, on a separate sheet of paper. Failure to do so may result in a determination that the applicant is not qualified.

1. **Education/Experience:** Bachelor's degree in Computer Science, Information Systems or equivalent required **and** Four (4) years of progressively responsible experience in the operation, management or utilization of computer systems required; and at least one (1) of which should have been in providing computer user support, installation and operation of integrated business systems required.

OR

Education/Experience: Two (2) years of general college studies required **and** Six (6) years of progressively responsible experience in the operation, management or utilization of computer systems required; and at least one (1) of which should have been in providing computer user support, installation and operation of integrated business systems required.

2. **Language:** Level IV (Fluent) Speaking/Reading/Writing English language is required. Level IV (Fluent) Speaking/Reading/Writing Spanish language is required. (Testing will be conducted to determine the qualifications)
4. **Job Knowledge:** Must have a good working knowledge of Networking systems, applications and programming, and basic systems hardware analysis and design, including installation and troubleshooting techniques of DOS, GHOST, MS Office 2007/2010 Suite of Applications, Windows XP/Win7, Windows 2003/2008 Security functions, and remote access control, database server, MS SQL server, Oracle Server, MS Access 2007/10. Knowledge of use and function of internet systems and protocols required. Must have a good working knowledge of routers, switches, 802.11abn, Microsoft systems tools, and Cisco's architecture. (Testing may be conducted to determine the qualifications)

5. **Computer Skills and Certifications:** Professional certification by Microsoft such as Microsoft Certified Systems Administrator (MCSA), or Microsoft Certified Application Developer (MCAD), or Microsoft server certifications is required. Certification in CompTia Network + or CompTia Security + or CompTia A+ is required. Excellent knowledge on Microsoft Suite applications is required. (Testing may be conducted to determine the qualifications)
6. **Skills and Abilities:** Must be able to demonstrate good understanding of the priorities of key managers to ensure that the computer and automation organization is responsive to those needs. Good interpersonal skills are required to resolve priority issues, system limitations, downtime, etc., with officials. Good technical skills to troubleshoot, diagnose and resolve hardware and software problems and to maximize the capabilities of the post computer resources. Good interpersonal skills to develop and maintain user-friendly, positive support and encourage maximum automation of post. Must have outstanding customer service skills and good communication skills both written and orally to or with users, managers and colleagues.

HIRING PREFERENCE SELECTION PROCESS

When qualified, applicants in the following hiring preference categories are extended a hiring preference in the order listed below. Therefore, it is essential that these applicants accurately describe their status on the application. Failure to do so may result in a determination that the applicant is not eligible for a hiring preference.

HIRING PREFERENCE ORDER:

- 1) AEFM/USEFM who is a preference-eligible U.S. Veteran*
- 2) AEFM/USEFM
- 3) FS on LWOP**

*** IMPORTANT:** Applicants who claim status as a preference-eligible U.S. Veteran must submit a copy of the most recent Member Copy Four (4) of the DD-214, Certificate of Release or Discharge from Active Duty, and, if applicable, a letter from the U.S. Department of Veterans Affairs. If claiming conditional eligibility for U.S. Veterans' preference, applicants must submit proof of conditional eligibility. If the written documentation confirming eligibility is not received in the HR office by the closing date of the vacancy announcement, the U.S. Veterans' preference will not be considered in the application process. Mission HR's decision on eligibility for U.S. Veterans' preference after reviewing all required documentation is final.

****** This level of preference applies to all Foreign Service employees on LWOP.

ADDITIONAL SELECTION CRITERIA

1. Management may consider the following when determining successful candidacy: nepotism, conflict of interest, budget, and residency status.
2. Current OR employees serving a probationary period are not eligible to apply.
3. Current OR employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report (EPR) are not eligible to apply.
4. Current NOR employees hired on a Family Member Appointment (FMA) or a Personal Service Agreement (PSA) are not eligible to apply within the first 90 calendar days of their employment, unless they have a When Actually Employed (WAE) work schedule.

HOW TO APPLY: Applicants must submit the following documents to be considered. Failure to do so may result in a determination that the applicant is not eligible or qualified.

1. Universal Application for Employment (UAE) (Form DS-174), which is available on our website or by contacting Human Resources.
2. All Ordinarily Residents (OR) must provide **work and residency permits**.
3. Any additional documentation (e.g., essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO

Human Resources Office – Vacancy Announcement No. 16-22
NEC Building # 783
Demetrio Basilio Lakas Avenue
Monday through Thursday from 8:00 a.m. to 12:00 noon
2:00 p.m. to 4:00 p.m.
Friday from 8:00 a.m. to 12:00 noon

or

Via email to: panamaembjobs@state.gov
Subject line: 16-22 – COMPUTER MANAGEMENT ASSISTANT

POINT OF CONTACT

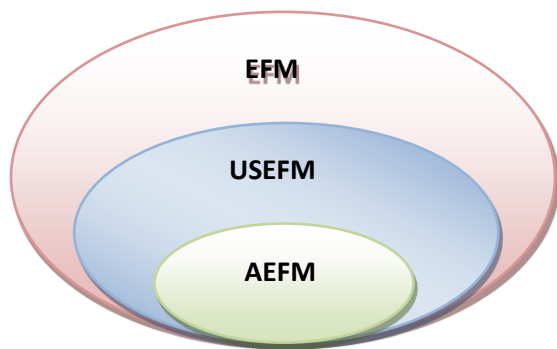
Human Resources Office
FAX: (507) 207-7011
Email address: panamaembjobs@state.gov

CLOSING DATE FOR THIS POSITION: April 24, 2016

The US Mission provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

APPENDIX DEFINITIONS



This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a U.S.-citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

- 1) **Eligible Family Member (EFM):** An EFM for employment purposes is an individual who meets **all** of the following criteria:
- U.S. Citizen or not a U.S. Citizen; **and**
 - Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)); **or**
 - Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support; **or**
 - Parent (including stepparents and legally adoptive parents) of employee, spouse, or same-sex domestic partner, when such parent is at least 51 percent dependent on the employee for support; **or**
 - Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, spouse, or same-sex domestic partner when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support; **and**
 - Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is

permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**

- Is under chief of mission authority.

2) U.S. Citizen Eligible Family Member (USEFM): A USEFM for employment purposes is an individual who meets **all** of the following criteria:

- U.S. Citizen; **and**
- Spouse or same-sex domestic partner (as defined in 3 FAM 1610) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Listed on the travel orders or approved Form OF-126 of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan; and resides at the sponsoring employee's post of assignment abroad, or as appropriate, at an office of the American Institute in Taiwan; and is under chief of mission authority; **or**
- Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2; **or**
- Currently receives a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

3) Appointment Eligible Family Member (AEFM): An AEFM for employment purposes is an individual who meets **all** of the following criteria:

- U.S. citizen; **and**
- Spouse or same-sex domestic partner (as defined in [3 FAM 1610](#)) of the sponsoring employee; **or**
- Child of the sponsoring employee who is unmarried and at least 18 years old; **and**
- Is listed on the travel orders or approved Form [OF-126](#) of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad or, as appropriate, at an office of the American Institute in Taiwan (AIT); **and**
- Is under chief of mission authority; **and**
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, at an office of the American Institute in Taiwan; **and**
- Does NOT currently receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign Service or Civil Service.

4) Member of Household (MOH): An individual who accompanies or joins a sponsoring employee, i.e., sponsor is a direct hire employee under Chief of Mission authority, either Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan. A MOH is an individual who meets **all** of the following criteria:

- Not an EFM and therefore not on the travel orders or approved through form OF-126 Foreign Service Residence and Dependency Report of the sponsoring employee; **and**
- Officially declared by the sponsoring U.S. Government employee to the Chief of Mission (COM) as part of his or her household and approved by the COM; **and**
- Is a parent, grandparent, grandchild, unmarried partner, adult child, foreign born child in the process of being adopted, father, mother, brother, sister, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half-brother, or half-sister who falls outside the Department's current definition of Eligible Family Member 14 FAM 511.3. A MOH may or may not be a U.S. Citizen.

5) Not Ordinarily Resident (NOR) – An individual who meets the following criteria:

- An EFM, USEFM or AEFM of a direct-hire Foreign Service, Civil Service, or uniformed service member permanently assigned or stationed abroad, or as appropriate, at an office of the American Institute in Taiwan; **or**
- Has diplomatic privileges and immunities; **and**
- Is eligible for compensation under the FS or GS salary schedule; **and**
- Is **not** a citizen of the host country; **and**
- Does **not** ordinarily reside in the host country; **and**
- Is **not** subject to host country employment and tax laws; **and**
- Has a U.S. Social Security Number (SSN).

6) Ordinarily Resident (OR) – An individual who meets the following criteria:

- A citizen of the host country; **or**
- A non-citizen of the host country (including a U.S. citizen or a third-country national) who is locally resident and has legal and/or permanent resident status within the host country and/or who is a holder of a non-diplomatic visa/work and/or residency permit; **and/or**
- Is subject to host country employment and tax laws.

Cleared:

ISC: DSierra

HRO: WWilliams

HRS: MDevega

FMS: RNaranjo